

DELPHI Skills Assessment for AR Accounting Technician

Check the response that best matches your experience. **Circle** (or highlight) the 5-10 skills that relate to areas where you need additional (or refresher) training in order to use the system more effectively in your job.

Skills	Does not apply to my job	Proficiency						
		I don't know how	I need help	I can do with written steps	I can do with some help	I can do without help	I can explain what I am doing	I can teach someone else
Basic Navigation								
Process a Returned Check								
Receipt for OPAC/Goals Application								
Receipt for Cash Application								
Adjust Cash Receipts								
Create AR Recurring Charge Customer Invoices								
Establishing Customer Relationships								
Generate Delinquency Notices								
Merge Duplicate Customers								
Accounts Receivable Write-Offs								
Depositing Cash Receipts								
Modify Customer Setup Options								
Process Debit Memos								
Correct Customer Account Errors								
Adjust Project Invoices								
Add Customers								
Change Customer Data								
Debit Memos								
Credit Memos								
Customer Refunds								
Correct AR Customer Invoices								
Manage Delinquent AR Invoices								
Print Credit Memos								
Print Miscellaneous Invoices								
Apply Payments								